WORK STEPS FOR PREEXAM TOOLBAR

The purpose of the toolbar is to provide standardized templates for the creation of "Informal" letters relating to new applications. "Informal" letters are sent to applicants to notify them that their applications have not received a filing date because of (1) a deficiency in the application that is not related to fees or (2) non-payment of fees. Each template has associated text paragraphs for insertion in the letter. The toolbar is accessible after opening Microsoft Word by selecting View, Toolbars, and Pre Exam.

Informal template for deficiencies that are not related to fees – data already entered in TRAM:

(1) The template is activated by clicking the tab labeled "Informal." The user is required to select one or more reasons for the Informal letter, which will be populated in the template. After selecting the reason(s), click OK!

    (A) The user is prompted to enter the Serial Number, which should be SCANNED from a barcode reader. Click OK!

        (i) Depending on status of the application the program will present warning messages regarding the **pending** status of the application. The user must determine whether to continue or terminate. Selecting the option to terminate completes the event and returns the user to the start screen. Passing an alert message allows the user to continue and TRAM data is automatically populated in the template. The capability exists to include a file attachment. (I didn't get a "terminate" option when I put in a serial number. Whether I clicked "OK" or closed the message box, the system populated the document.)

        (ii) Once the template and attachment is completed the preparer will select a method of transmittal (email or postal mailing). For TEAS applications where an email address has been populated in the template the informal letter will be sent via Outlook. Once the "Send As EComm EMail" button has been selected the Informal letter will be dispatched and a copy loaded into TICRS. Selecting "Send As Paper Mail" will permit a copy of the paperwork to be printed for mailing. In either case, the user must first save the document to a folder on their c-drive. The printed correspondence should be inserted into a windowed envelope for mailing. ***(Until authorization is granted ALL correspondence both TEAS & PAPER will be printed and mailed. Informal letter WILL NOT be send via email.)*** (I can't remember – does "Send As Paper

(iii)   Once either the email has been sent or paper correspondence has been printed, Transaction 6009 will be initiated to cancel the serial number. (We're not using the term "misassign" any more. We usually say the serial number has been cancelled. Change OK?)

(iv)   Upon completion of processing either a paper application or a TEAS application as Informal, an email must be sent to ITI Finance to generate a refund. The email must have the Serial Number because fee personnel must review the Informal letter in TICRS to enter the correct fee code for the refund in the RAM database.

Informal template for deficiencies that are not related to fees – no data in TRAM

(2) The template is activated by clicking the tab labeled "Informal." The user is required to select one or more reasons for the Informal letter, which will be populated in the template. After selecting the reason(s), click OK!

    (A) The user is prompted to enter the Serial Number, which should be SCANNED from a barcode reader. Click OK! An alert screen will indicate "No data or partial data for serial number retrieved. Please click okay to manually enter the information." A data screen with blank entry fields will be presented for the preparer to enter the appropriate information in each field. Upon completion of the data entry screen the template will be populated with the data

        (i)   Depending on status of the application the program will present warning messages regarding the **pending** status of the application. The user must determine whether to continue or terminate. Selecting the option to terminate completes the event and returns user to the start screen. Passing an alert message allows the user to continue and TRAM data is automatically populated in the template. The capability exists to include a file attachment. (same comment as above)

        (ii)   Once the template and attachment is completed the preparer will select a method of transmittal (email or postal mailing). For TEAS applications where an email address has been populated in the template the informal letter will be sent via Outlook. Once the "Send As EComm EMail"

button has been selected the Informal letter will be dispatched and a copy loaded into TICRS. Selecting "Send As Paper Mail" will permit a copy of the paperwork to be printed for mailing. In either case, the user must first save the document to a folder on their c-drive. The printed correspondence should be inserted into a windowed envelope for mailing. *(**Until authorization is granted ALL correspondence both TEAS & PAPER will be printed and mailed. Informal letter WILL NOT be send via email.**)* (same comment as above)

(iii)   Once either the email has been sent or paper correspondence has been printed, Transaction 6009 will be initiated to cancel the serial number. (same comment as above)

(iv)   Upon completion of processing either a paper application or a TEAS application as Informal, an email must be sent to ITI Finance to generate a refund. The email must have the Serial Number because fee personnel must review the Informal letter in TICRS to enter the correct fee code for the refund in the RAM database.

Informal template for non-payment of fees – data already entered in TRAM:

(3) The template is activated by clicking the tab labeled "Fee Work." The user is required to select one or more reasons for the Informal letter, which will be populated in the template. After selecting the reason(s), click OK!

    (A) The user is prompted to enter the Serial Number, which should be SCANNED from a barcode reader. Click OK!

        (i)   Depending on status of the application the program will present warning messages regarding the **pending** status of the application. The user must determine whether to continue or terminate. Selecting the option to terminate completes the event and returns user to the start screen. Passing an alert message allows the user to continue and TRAM data is automatically populated in the template. The capability exists to include a file attachment. (same comment as above)

        (ii)   Once the template and attachment is completed the preparer will select a method of transmittal (email or postal mailing). For TEAS applications where an email address

has been populated in the template the informal letter will be sent via Outlook. Once the "Send As EComm EMail" button has been selected the Informal letter will be dispatched and a copy loaded into TICRS. Selecting "Send As Paper Mail" will permit a copy of the paperwork to be printed for mailing. In either case, the user must first save the document to a folder on their c-drive. The printed correspondence should be inserted into a windowed envelope for mailing. ***(Until authorization is granted ALL correspondence both TEAS & PAPER will be printed and mailed. Informal letter WILL NOT be send via email.)*** (same comment as above)

(iii)   Once either the email has been sent or paper correspondence has been printed, Transaction 6009 will be initiated to cancel the serial number. (same comment as above)

Informal template for non-payment of fees – no data entered in TRAM:

(4) The template is activated by clicking the tab labeled "Fee Work." The user is required to select one or more reasons for the Informal letter, which will be populated in the template. After selecting the reason(s), click OK!

   (A) The user is prompted to enter the Serial Number, which should be SCANNED from a barcode reader. Click OK! The user is prompted to enter the Serial Number, which should be SCANNED from a barcode reader. Click OK! An alert screen will indicate "No data or partial data for serial number retrieved. Please click okay to manually enter the information." A data screen with blank entry fields will be presented for the preparer to enter the appropriate information in each field. Upon completion of the data entry screen the template will be populated with the data

(i)   Depending on status of the application the program will present warning messages regarding the **pending** status of the application. The user must determine whether to continue or terminate. Selecting the option to terminate completes the event and returns user to the start screen. Passing an alert message allows the user to continue and TRAM data is automatically populated in the template. The capability exists to include a file attachment. (same comment as above)

(ii)   Once the template and attachment is completed the preparer will select a method of transmittal (email or postal

mailing). For TEAS applications where an email address has been populated in the template the informal letter will be sent via Outlook. Once the "Send As EComm EMail" button has been selected the Informal letter will be dispatched and a copy loaded into TICRS. Selecting "Send As Paper Mail" will permit a copy of the paperwork to be printed for mailing. In either case, the user must first save the document to a folder on their c-drive. The printed correspondence should be inserted into a windowed envelope for mailing. *(Until authorization is granted ALL correspondence both TEAS & PAPER will be printed and mailed. Informal letter WILL NOT be send via email.)* (same comment as above)

(iii)   Once either the email has been sent or paper correspondence has been printed, Transaction 6009 will be initiated to cancel the serial number. (same comment as above)

General Guidelines:

1. There is an Email Monitor requirement for someone in ITI to monitor valid or invalid replies and auto-replies. The Email Box is in Public Folders, TM eCommerce, PRE.
2. All paper correspondence, *even if an email address has been provided*, will be MAILED BACK.
3. For paper applications. If you type in an email address and accidentally send it electronically, you must go to the c-drive where a copy is saved, or to TICRS where copy is stored, and print the correspondence and mail it to the applicant.
4. If accidentally you click on "add attachment," you must click EXIT to return to the template.
5. All errors can be corrected. Contact Al Lambert.